



Junior Claims Examiner

Claims Examiners investigate insurance claims and determine the amount of loss or damages covered by insurance policies.

KEY RESPONSIBILITIES

Claims

- Receiving new claims and completing the set up of new claims in system
- Investigating claims within authority level to establish coverage eligibility including:
 - Contacting insured, obtaining telephone statements and assessing and determining loss/damages
 - Confirming coverage, establishing quantum and reserving adequacy
 - Contacting brokers, insured, contractors and service providers/vendors as necessary to obtain information, quotations, estimates, etc.
 - Authorizing payments and reserves within authority level
 - Completing file documentation
- Submitting risk information to underwriting as appropriate
- Providing information and claims trends
- Developing and maintaining sound knowledge of insurance coverages, settlement methods, procedures, investigation methods, creative negotiation skills and file management

Customer Service

- Establishing and maintaining positive relationships with underwriting, claims examiners and other staff
- Establishing and maintaining positive relationships with brokers, insured, service providers, contractors and other external contacts

Administration

- Participating in meetings, seminars and projects
- Maintaining files, records and other information
- Preparing reports, information and presentations
- Undertaking any other related duties

Skills & Abilities

Communication Skills
Negotiation Skills
Customer Service Skills
Decision Making Skills
Attention to Detail
Organizational Skills
Problem Solving Skills

Interpersonal Skills
Teamwork Skills
Creativity
Analytic Thinking
Technology Skills
Adaptive Capacity